

ATTORNEY'S DOCKET NO: C0441/7161

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis  
Serial No: 09/578,156  
Filed: May 23, 2000  
For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)



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Assistant Commissioner for Patents  
Washington, D.C. 20231

### PRELIMINARY AMENDMENT

Applicants request that the following amendments be made to the above application.

#### In The Title

Please delete the present title and substitute the following title:

-- METHOD AND APPARATUS FOR EVENT CORRELATION IN  
SERVICE LEVEL MANAGEMENT (SLM) --

Respectfully submitted,

By: Therese A. Hendricks  
Therese A. Hendricks  
Registration No. 30,389  
Wolf, Greenfield & Sacks, P.C.  
600 Atlantic Avenue  
Boston, MA 02210  
Tel. (617)720-3500

Docket No. C0441/7161  
Dated: June 9, 2000

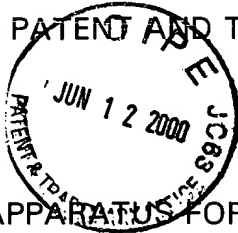
0500

0230

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Transmitted herewith is/are the following document(s):

[X] Preliminary Amendment

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

WHEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED  
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS  
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT  
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

6-9-00  
DATE  
  
THERESE HENDRICKS

By:   
Therese A. Hendricks  
Registration No. 30,389  
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Xndd